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Community, Aboriginal
and Women's Services

2003/04
Annual Service Plan Report

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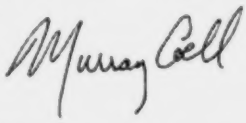
Minister's Accountability Statement

The 2003/04 Ministry of Community, Aboriginal and Women's Services Annual Service Plan Report was prepared under my direction and in accordance with the *Budget Transparency and Accountability Act*. This report compares the actual results to the expected results identified in the ministry's 2003/04 Service Plan. I am accountable for the ministry's results and the basis on which they have been reported.



Honourable Murray Coell
Minister of Community, Aboriginal
and Women's Services

May 29, 2004

Minister of State Statement of Results

Under the *Balanced Budget and Ministerial Accountability Act*, the Minister of State for Community Charter and 2010 Olympic Bid was accountable for the following results. This position was eliminated on January 26, 2004 as part of a government reorganization.

Expected Results for 2003/04	Results Achieved
Develop and implement *Community Charter* municipal provisions, including publishing best practices and explanatory guides.	Yes
Define the scope, and develop the second phase of the *Community Charter*.	Yes
When Vancouver is declared by the International Olympic Committee to be the host city, work with industry, sport, community and ministry partners to prepare Olympic-related plans for business investment, sports development, health development and youth participation.	Yes
Establish a new organization to replace the 2010 Olympic Bid Secretariat and work with partners to create an Organizing Committee of the Olympic Games.	Yes

Minister of State Statement of Results

Under the *Balanced Budget and Ministerial Accountability Act*, the Minister of State for Women's Equality was accountable for the following results. This position was eliminated on January 26, 2004 as part of a government reorganization.

Expected Results for 2003/04	Results Achieved
Make recommendations, including a new funding model, for the provincial inventory of transition houses, safe homes and second stage housing.	Yes
Implement the Safer Community Strategy.	Yes
Implement a long-term Child Care strategy through operational grants to support licensed child care spaces; a new capital grant program to increase or improve child care facilities; and a new program to increase the quality of licensed and license-not-required family child care providers.	Yes

BRITISH COLUMBIA

Ministry of Community, Aboriginal and Women's Services

It is my pleasure to present the third annual report for the Ministry of Community, Aboriginal and Women's Services.

The ministry's goal is to support strong, healthy and secure communities. We have the widest range of programs in government to help us deliver on this commitment. Ministry staff work in partnership with communities, non-profit groups, the private sector and other levels of government to serve British Columbians in many diverse areas.

In 2003/04, we passed the *Community Charter*, creating the most empowering local government legislative framework in Canada. The Charter provides for greater accountability to citizens and better services for taxpayers. This is important because strong local government is a key to building a strong British Columbia.

We are equally proud of our other achievements. Over the past year, we celebrated with thousands of British Columbians the announcement that this province will host the 2010 Olympic and Paralympic Winter Games. In addition, the Office of the Fire Commissioner worked tirelessly throughout the summer, supporting emergency crews as they battled the worst forest fires in the history of BC to protect communities in the Interior and southeast.

Strong communities must build for the future. The provincial government's support for infrastructure, local government and libraries continued to provide an important means for municipalities and regional districts to meet the needs of their communities.

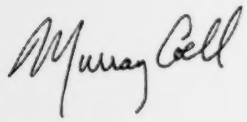
The ministry also continued to attract qualified immigrants in areas facing skill shortages. The Provincial Nominee Program, which has received almost 600 applications since its inception in March 2001 — of which over 500 were nominated — registered a 34 per cent increase in nominations this fiscal year.

Strong communities also need strong links with the past. The provincial government took a big step to protect and promote Aboriginal languages in 2003/04 with the introduction of FirstVoices.com, a unique high-tech tool designed to preserve this important component of BC's culture. Within the Heritage Branch, the ministry negotiated local management agreements at 19 heritage sites. Local managers will be best able to respond to the needs of their communities and can embark on more flexible marketing plans to help keep heritage sites vital and thriving.

Affordable housing is another important component of strong communities. During this last year, the province, through BC Housing, was successful in providing 1,230 new units of affordable housing to respond to the needs of vulnerable British Columbians.

The ministry also worked to increase child care options for families. Funds for expansion and renovation of child care centres nearly doubled (from $1.5 million to $2.5 million this year). Improvements to the funding allowed more Heartlands communities to qualify.

Ministry initiatives throughout the year helped to support strong, safe and secure communities, maximizing benefits to British Columbians and making the most effective use of taxpayers' dollars. Through strong communities, we are building a strong, prosperous British Columbia.



Honourable Murray Coell
Minister of Community, Aboriginal and Women's Services

Message from the Minister of State

In my new role as Minister of State for Women's and Seniors' Services, I am committed to helping build strong, safe and secure communities for seniors and for women and children escaping violence. These commitments are reflected in the work the ministry has completed in 2003/04.

The provincial government continues to provide $33 million annually for transition houses, second-stage housing, safe homes and counselling programs for women experiencing abuse and children who have witnessed abuse. In January 2004, the ministry provided $780,000 in capital grants to transition houses around the province, supporting improvements from new floors, to security systems, beds, fridges and stoves — so that women in these houses will be safer, more comfortable and more secure.

Housing is critical for women escaping violence. That's why the ministry provided $560,000 for long-term solutions to homelessness in Vancouver's Downtown Eastside. Twenty-five thousand dollars in funding to the Co-operative Housing Federation of BC helped to start a new loan program to help women leaving transition houses buy co-op shares. Through BC Housing, the ministry also provided funding support for a safe house for sexually-exploited women in Kelowna.

This past year, the Premier announced my appointment as Minister of State for Seniors' Services. Seniors make up an important segment of this province. Just over half a million British Columbians are over the age of 65. That's nearly 14 per cent of the total population. Seniors are the fastest growing part of our population. It is estimated that our senior population will nearly double by the year 2030.

This year, I started meeting with seniors so that I can better understand their diverse needs and viewpoints. In future, I will be making recommendations to government on how we can better meet the needs of our aging population.

Ida Chong

Ida Chong
Minister of State for Women's and Seniors' Services

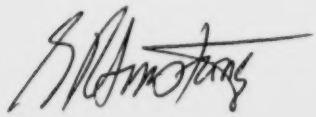
Message from the Deputy Minister

I am pleased to acknowledge the accomplishments that this ministry has made over the last year. We have undergone a number of changes ministry-wide, including the transfer of the Sport and Physical Activity, 2010 Olympic Games Secretariat and Culture branches to the Ministry of Small Business and Economic Development, and the transfer from the Ministry of Competition, Science and Enterprise of the Business Immigration Office, consolidating all immigration responsibilities into one ministry.

The Ministry of Community, Aboriginal and Women's Services has a wide-ranging scope which encompassed eight departments with over 40 programs in 2003/04. Over the last year, we have had our share of highlights and challenges ranging from winning the right to host the 2010 Olympic and Paralympic Winter Games in Vancouver to battling forest fires in the Interior and southeast of British Columbia.

The enactment of the *Community Charter* earlier this year marked a milestone for the ministry. Significant progress was also made towards ensuring the safety of all British Columbians with the development and implementation of the province's new safety system. The ministry completed the Safety System Transformation Project; consolidated the *Safety Standards Act* and regulations; created a new information technology system; and established the BC Safety Authority. In addition, the province's railway safety framework was modernized and harmonized with national standards through the *Railway Safety Act*.

I would like to thank the staff of the ministry for their dedication and effectiveness. We will continue to build on these attributes to provide quality service to the British Columbia public.



Gerry Armstrong
Deputy Minister of Community, Aboriginal and Women's Services

Year-at-a-Glance Highlights

April 2003

Funds for expansion and renovation of child care centres nearly doubled (from $1.5 million to $2.5 million this year). A new formula for capital funding was introduced to assist rural communities to build and renovate child care spaces, and an additional 25,000 child care spaces were made eligible for operational funding.

$35 million in unconditional local government grants were distributed to communities, and $9 million in operating grants to libraries.

$10 million, secured from the federal government to match provincial funds paid in March 2003, was invested in the Downtown Eastside to support revitalization through economic and social investments under the Vancouver Agreement.

$1.2 million in grants was provided to eight heritage-related organizations to support existing and new initiatives.

The ministry committed to funding 91 "green" infrastructure projects to improve drinking water and sewage treatment, investing $68 million of provincial monies into communities throughout the province.

The First Citizens Fund was increased by $9 million to a total of $63 million. Interest from this fund supports Aboriginal friendship centres, student bursaries and economic development programs.

May 2003

A new partnership expanded BladeRunners to provide additional employment opportunities and on-the-job training for youth (80 per cent Aboriginal) in the construction and trade sectors.

The Good Samaritan Society Mountainview Village opened in Kelowna, providing more housing and care options for seniors.

The income threshold for parent child care subsidy was increased, providing financial assistance to more low- to moderate-income families.

A one-year extension of the Agreement for Canada-British Columbia Cooperation on Immigration ensured uninterrupted programs and services, and allowed additional time for new initiatives.

June 2003

FirstVoices.com, an innovative Internet-based computer program designed to preserve Aboriginal languages, was launched.

An 81-unit residential development was opened in the Downtown Eastside, benefiting low-income urban singles who have successfully completed rehabilitation and those wishing to live in a drug- and alcohol-free environment.

The Aboriginal First Youth Urban Program was launched in the Downtown Eastside to assist Aboriginal youth to develop leadership and employment skills.

July 2003

$600,000 was provided through the First Peoples' Heritage, Language and Culture Council to 37 community-based initiatives aimed at revitalizing Aboriginal languages.

A new BladeRunners agreement was signed in the Queen Charlotte Islands to assist Aboriginal youth to train and find jobs in the construction industry.

Management of Emily Carr House, Yale House and the Keremeos Grist Mill was devolved to communities to allow for greater flexibility and creativity in managing these heritage properties.

Vancouver/Whistler won the 2010 Olympic Bid.

August 2003

The Office of the Fire Commissioner coordinated efforts to protect communities from the worst forest fire season in BC's history. Fire apparatus was brought to the Interior and southeast from over 180 fire departments, and more than 50,000 residents were safely evacuated.

$24.3 million in provincial and federal funding was provided for settlement and adaptation services for new immigrants, including basic adult English language training. The funding went to third-party service providers, under the BC Settlement and Adaptation Program.

September 2003

$1.2 million was provided for construction and renovation of 14 child care centres, creating 298 new child care spaces throughout BC.

A Regional Business category was added to the Provincial Nominee Program, which has an expected potential benefit to deliver $45.72 million in new investment and create 220 new jobs in the province.

October 2003

The 2010 Skills Demand Report was released, showing one million job openings in BC between 2003 and 2015.

The Aboriginal Youth FIRST Excellence Program, expected to benefit about 5,000 Aboriginal youth, was created to immerse young Aboriginal athletes in a specialized, competitive training environment.

Under the Violence Prevention Initiative, $240,049 was provided for "Healthy and Respectful Relationships", a violence prevention and awareness initiative with secondary school youth in the Gold Trail and Quesnel school districts.

The federal/provincial/territorial Status of Women Ministers' "Workplaces that Work" document was released, providing employers with strategies to increase the recruitment, retention and promotion of skilled women workers.

Community Transition Assistance of $890,000 was provided to the Village of Tahsis.

November 2003

Two new housing developments in the Downtown Eastside were announced that will provide more than 200 subsidized housing units for low- and moderate-income families, seniors and single adults.

New housing and support for Downtown Eastside women and children combined transitional housing and support with a unique emergency licensed child care centre.

A 15-year agreement was signed for the Friends of Fort Steele Society, a not-for-profit society dedicated to conserving, presenting, and teaching the history of Fort Steele and the Kootenays, to manage Fort Steele on behalf of the Province.

Up to $1.6 million in matching funds were made available to help municipalities and regional districts plan for mosquito control with the anticipated arrival of West Nile virus.

The first ever tripartite self-governance agreement was signed by British Columbia, Canada and the representative organizations for off-reserve and Metis people, the United Native Nations and the Metis Provincial Council of BC.

December 2003

An interim governance board was established to develop terms for a permanent governing board and business plan for historic Barkerville.

564 new non-profit and private assisted living units were allocated under the Independent Living BC program for seniors in the Lower Mainland and Vancouver Island.

January 2004

The new Multicultural Advisory Council held its first meeting. The council advises the Minister on issues related to multiculturalism, anti-racism and community action across the province.

The *Community Charter* (Bills 14 and 76) came into force.

The ministry took on a new responsibility for seniors' issues.

February 2004

Rural communities benefited from a new child care funding formula, reducing their share of the cost of creating new child care spaces.

A mobile drop-in centre was launched to improve safety and increase services for women in the Vancouver sex trade.

March 2004

Local governments received $36.5 million in unconditional grants, an increase of $400,000 from 2002/03.

Four agreements, bringing the total to seven, were signed under the Aboriginal Employment Partnership Initiative to increase training and job opportunities for Aboriginal people. The partners are: the Vancouver Island Health Authority, Royal Roads University, the City of Dawson Creek, the Royal Bank, London Drugs, the Vancouver Police and Duke Energy.

The *Railway Safety Act* was amended to modernize safety regulation for provincially regulated railways by: harmonizing with the federal rail safety regime; repealing outdated railway safety legislation and regulations; and delegating administration of railway safety to the BC Safety Authority and Transport Canada.

"Planning for Housing 2004" was published to assist local governments to develop and adopt policies and practices that encourage the development of affordable and special needs housing.

A $2-million grant was provided to the Union of BC Municipalities to assist local governments to develop innovative, local solutions and strategies to better meet the housing and support needs of BC's aging population.

$55 million was provided to the Legacies Trust and $51 million for venue construction to create a lasting legacy from the Olympic Games, with funding to be matched by the federal government. Three million dollars was used to create an Aboriginal Youth Sports Legacy.

The ministry provided $1 million to the Union of BC Municipalities for implementation of a sprinkler program to increase homeowner self-protection, consistent with the Filmon Firestorm Report recommendations.

Ministry Role and Services

Ministry Overview

In 2003/04, the Ministry of Community, Aboriginal, and Women's Services managed a very broad and diverse range of programs. All achievements documented in this report resulted from the work in 2003/04 of the ministry's eight departments:

1. Local Government
2. Housing and Building
3. Safety and Standards
4. Culture, Heritage and Sport
5. 2010 Winter Olympic Bid Secretariat and Community Initiatives
6. Aboriginal, Multiculturalism and Immigration
7. Women's Services and Child Care
8. Executive and Support Services

The ministry's responsibilities are established in legislation, regulation and policy, and every British Columbian is touched by them. Much of the ministry's work depends on its relationship with partners, including: the Union of BC Municipalities and local governments; provincial agencies and other ministries, boards and commissions; other provinces, territories and the federal government; schools, colleges and universities; the private sector, including industry, regulatory and other associations; and non-profit, Aboriginal, community and umbrella organizations, many of which are contracted to deliver services.

In 2003/2004, the ministry was restructured and responsibility for culture, sport, and the Olympics (the BC Olympic Games Secretariat) was transferred to the Ministry of Small Business and Economic Development, and the Business Immigration Office transferred to the ministry from the Ministry of Competition, Science and Enterprise. The ministry also took on responsibility for seniors with a new Minister of State for Women's and Seniors' Services.

The Ministry of Community, Aboriginal and Women's Services was also responsible for more than 20 Crown corporations, agencies, boards and commissions (see Appendix A).

Ministry Vision, Mission and Values

The Ministry of Community, Aboriginal and Women's Services works with a wide range of partners to build stronger communities in British Columbia. This is reflected in the ministry's vision, mission and values.

Vision

Safe, sustainable, liveable and healthy communities, where:

- Individuals take responsibility for their futures, and are self-reliant, energetic and active;
- Women, Aboriginal people and immigrants can realize their full potential;
- Racism is eliminated and different cultures are celebrated;
- Safety systems and the physical infrastructure ensure a high quality of life;
- Government programs and services are responsive and readily accessible;
- Individuals and families can participate in the arts, culture, sport and lifelong learning; and
- Local governments realize their potential to be democratic, effective, collaborative and accountable.

Mission

The Ministry of Community, Aboriginal and Women's Services works in partnership with governments and communities to improve the day-to-day lives of individuals, building a stronger British Columbia.

Values

- Focus on our clients.
- Create beneficial partnership opportunities.
- Use resources wisely.
- Treat employees and clients fairly and equitably.
- Create a culture of accountability, innovation and excellence.

These values are integrated into the ministry's day-to-day operations and planning processes. They are essential to the ministry's success, which depends on the support, assistance and cooperation of its many partners.

Ministry Operating Context

A wide range of issues — both general and specific — affect the ministry's operating context. Outlined below are the high level factors that affect all program areas. Details specific to each department of the ministry are provided in the Performance Reporting section.

Economic factors

British Columbia's economy continues to diversify. Primary goods production is giving way to a greater emphasis on value-added manufacturing and services. Three quarters of British Columbia's GDP, and 80 per cent of total employment in the province, originates in the service sector. Forestry, mining, fishing and agriculture are still important, especially in more rural communities, but they no longer dominate the economy.

In 2002, only 14 per cent of the province's GDP and nine per cent of total employment originated in industries involved in the extraction and processing of natural resources. This shift has been exacerbated by the softwood lumber dispute with the United States, uncertainties in British Columbia's fisheries, and recent events in the Canadian agricultural and cattle industry with the discovery of Bovine Spongiform Encephalitus (BSE) in a Canadian cow and the outbreak of the Avian Flu in the Fraser Valley.

These economic factors impact local governments and communities, particularly in more rural areas of the province.

Demographic factors

Between 1996 and 2001 the province's population growth was concentrated in urban centres. The rural population decreased in British Columbia, and some rural communities were among the fastest declining in Canada. The province's statistics agency, BC Stats, predicts that these trends will continue well into the future. The foreign-born population grew by 11.8 per cent between 1996 and 2001, compared to overall population growth in BC of 4.9 per cent. Currently, about 15 per cent of all immigrants to Canada settle in British Columbia. Immigration provides the largest source of population and labour force growth, playing a lead role in meeting skill requirements, attracting investment and stimulating economic growth. The trend over the last 10 years, however, has seen the majority of immigrants settling in the Greater Vancouver area. Only 10 per cent of newcomers are choosing to settle in communities outside Vancouver.

Significant events

In July 2003, Vancouver/Whistler won the Olympic Bid, paving the way for increased economic and infrastructure development activity in the years ahead.

In August 2003, BC's Interior and southeast were ravaged by wildfire, resulting in devastating losses in the Okanagan Valley and heightening awareness of the need for increased forest fire prevention and response planning.

Ministry Structure and Core Business Areas

The ministry's organizational structure for the first 10 months of 2003/04 is illustrated in Appendix B.

The following section describes the ministry's eight core business areas as of 2003/04, including major services and programs, how services were delivered and to whom. Core business areas are aligned with the ministry's departments which in turn mirror its subvotes in the provincial estimates of expenditure. Information on each department's achievements in 2003/04 is provided in the Performance Reporting section.

Core Business: Local Government

Goal: Open, accountable and effective local governments

The Ministry of Community, Aboriginal and Women's Services assists local governments and public libraries by providing the necessary legislative and policy framework; facilitating partnerships and intergovernmental relations; effecting changes to local governance structures and boundaries; providing targeted financial support; and managing infrastructure grant programs. The ministry is also responsible for local government services in Vancouver's University Endowment Lands.

The Local Government Department provides support and service in the following areas:

The **Community Transition Division** assisted local governments in communities facing serious economic challenges to manage the impacts of industry restructuring. This Division became part of Intergovernmental Relations and Planning in 2003/04.

The **Governance and Structure Division** facilitates the implementation of new legislation and changes to local governance and boundaries. It also advises on complex local government issues and works to build positive relationships between local governments and First Nations.

The **Intergovernmental Relations and Planning Division** facilitates community and regional strategic planning, inter-governmental relations and dispute resolution.

The **Local Government Policy and Research Branch** develops local government and safety policy, ministry legislation and local government programs.

The **Local Government Services and Infrastructure Division** assists local governments through statutory approvals, information and advice to protect the administrative and financial viability of local governments. The Division also administers infrastructure planning and infrastructure construction grant programs and partners with other government authorities to deliver initiatives that improve local infrastructure.

The **Public Library Services Branch** supports public libraries through grants, advice, and information and training initiatives. It also strengthens partnerships with other governments, public agencies and the private sector to foster financial support for libraries.

The Local Government Department works with other ministries and provincial agencies, the federal government, the Union of BC Municipalities, CivicInfo BC, local government associations, legal and financial institutions and community groups. The department managed expenditures of $184 million in 2003/04 through the efforts of 92 full-time equivalents in staff. Government transfers accounted for $173 million, or 94 per cent of the budget.

At the end of 2003/04, the Heritage Branch joined the department. The branch provides policy and legislative advice on heritage issues and strives to build heritage capacity in the public and non-profit sectors.

Core Business: Housing and Building

Goal: Housing needs and safe building standards are met

Housing and building issues are supported within the ministry through policy and legislation development as well as through transfers to two Crown agencies, the BC Housing Management Commission (BC Housing) and Homeowner Protection Office.

The Housing and Building Policy Department has two branches:

The **Housing Policy Branch** is responsible for developing provincial housing policy, strategies and programs. It provides policy advice to government on specific issues such as the residential construction industry, leaky condos, housing markets, social housing, homelessness, and housing for persons with special needs. The branch also publishes research and guides on housing issues and works to support local government's role in housing.

The **Building Policy Branch** provides policy advice to government on British Columbia's building regulatory system to advance building safety and accessibility. It administers the *BC Building Code*, focusing on the development, maintenance and application of related regulations and acting as the secretariat to the BC Building Code Appeal Board. The system depends on building owners, designers and builders to implement the *BC Building Code;* local governments to monitor compliance; and design professionals — engineers and architects — to verify compliance on major projects.

The department also works closely with two Crown agencies for which the ministry is responsible:

- BC Housing Management Commission, which provides housing assistance programs for low- and moderate-income households and works in partnership to create housing options for the most vulnerable in our communities.

- The Homeowner Protection Office, which licenses residential builders and building envelope renovators and provides advice and financial assistance to owners of water-damaged homes (leaky condominiums).

The department managed expenditures of $147 million for 2003/04 through the efforts of 21 full-time equivalents in staff. Government transfers accounted for $145 million, or 98 per cent of the budget.

Late in 2003/04, the department was expanded to include the Safety Policy and Liaison Branch and the Office of the Fire Commissioner and changed its name to Housing, Building and Safety.

Core Business: Safety and Standards

Goal: Loss of life, injury and property damage are minimized in the built environment

The ministry enhances public safety through the Office of the Fire Comissioner and Safety Engineering Services. In 2003/04, the department had two divisions:

Office of the Fire Commissioner is the senior fire authority in the province, responsible for fire safety legislation, major fire investigation, provincial response to major fire emergencies, advice to local fire departments on fire protection services, training and public fire safety education. Services are delivered through regional offices in Kamloops, Prince George, Cranbrook and Victoria. The office works with two Fire Safety Committees to promote fire safety in communities. Government transfers are provided to Local Assistants to the Fire Commissioner as defined by the *Fire Services Act* for fires investigated and reported to the Office of the Fire Commissioner.

Safety Engineering Services was responsible for programs that encourage safety in the design, manufacture, construction, installation, operation and maintenance of intra-provincial railways, aerial tramways, electrical systems, boilers, pressure vessels, gas equipment, elevating devices and institutional refrigeration systems. Headquartered in New Westminster, the division operated from offices in 30 locations throughout the province.

Safety and Standards managed expenditures of $25 million for 2003/04 through the efforts of 240 full-time equivalents in staff. Government transfers accounted for $1.6 million, or six per cent of the budget.

On April 1, 2004, the Safety Engineering Services was devolved to the BC Safety Authority, and the remaining branches — Safety Policy and Liaison Branch and Office of the Fire Commissioner, became part of the new Housing, Building and Safety Department.

Core Business: Culture, Heritage and Sport

Goal: British Columbians participate and excel in culture, heritage and sports

The ministry supported culture, heritage and sports in 2003/04 through policy and program activities, administration of the Physical Fitness and Amateur Sports Fund and the Olympics Fund Special Accounts, as well as through policy and program support to the BC Arts Council, an independent, provincially funded agency. The ministry provided transfers in support of cultural industries, heritage protection and preservation, community grant programs, amateur sport groups and sport and recreation projects.

The **Cultural Services Branch** develops policy and administers programs to support arts and culture, and provides policy, program and administrative support for the British Columbia Arts Council.

The **Heritage Branch** oversees the preservation of historical artifacts and provision of public programs at 30 provincial historic sites. The branch also partners with federal and local governments to implement the Historic Places Initiative — a national register of heritage sites.

The **Sport and Physical Activity Branch** partners with BC organizations to promote health and well-being by supporting opportunities to increase British Columbians' access to sport and physical activity.

The Cultural Services Branch, the Heritage Branch, the Sport and Physical Activity Branch, the Physical Fitness and Amateur Sports Fund and the Olympic Arts Fund Special Accounts managed expenditures in 2003/04 of $42 million through the efforts of 78 full-time equivalents in staff. Government transfers accounted for $33 million, or 78 per cent of the budget.

On April 1, 2004, the Cultural Services Branch and the Sport and Physical Activity Branch were transferred to the Ministry of Small Business and Economic Development.

Core Business: 2010 Winter Olympic Bid Secretariat and Community Initiatives

Goal: British Columbia is host to the 2010 Winter Olympic Games and Paralympic Games

This department focused on two key initiatives in 2003/04:

In July 2003, the **Olympic Bid Secretariat** and its partners — the City of Vancouver, the Resort Municipality of Whistler, the Canadian Olympic Committee, the Canadian Paralympic Committee and the Government of Canada, along with many corporate sponsors — won the bid to host the Olympic and Paralympic Winter Games in 2010. The secretariat continued

its work over the balance of the year to make plans and secure partnerships to begin development for the Olympics.

The **Community Initiatives and Vancouver Agreement Branch** was responsible for the BladeRunners program and the province's participation in the Vancouver Agreement, a five-year agreement among the Federal Government, British Columbia and the City of Vancouver to address social, health, and economic challenges in Vancouver's Downtown Eastside. The BladeRunners program became a public-private partnership in 2003/04.

The Olympic Bid, Community Initiatives and Vancouver Agreement Department managed expenditures for 2003/04 of $113 million through the efforts of 14 full-time equivalents in staff. Government transfers accounted for $110 million, or 98 per cent of the budget.

Responsibility for the Olympics was transferred on April 1, 2004, to the Ministry of Small Business and Economic Development. The remaining program responsibilities were transferred internally to the Aboriginal, Multiculturalism and Immigration Department.

Core Business: Aboriginal, Multiculturalism and Immigration

Goal: Quality of life is improved for Aboriginal people

Goal: The social and economic benefits of immigration and multiculturalism are maximized

The ministry has responsibility for coordinating provincial efforts to improve programs and services for Aboriginal people living in British Columbia and to maximize the social and economic benefits of immigration.

The **Aboriginal Directorate** identifies initiatives and opportunities for integrated service delivery, one-stop access to program and service information, access to social and economic development opportunities, and the preservation of Aboriginal culture. The directorate also represents provincial interests in federal/provincial processes and negotiations. It depends largely on partnerships with other ministries, the federal government, and Aboriginal organizations and communities.

The **Immigration Division** manages and implements the Agreement for Canada-British Columbia Cooperation on Immigration and works to maximize the social and economic benefits of immigration to the province by ensuring that the federal government considers British Columbia's interests regarding immigration levels, planning, policy and legislation. Other responsibilities include the design and delivery of the Provincial Nominee Program, as well as strategic initiatives to support the recognition of foreign-trained, skilled workers' credentials in the province.

The **Settlement and Multiculturalism Branch** oversees the planning, funding, implementation and management of anti-racism, multiculturalism and immigrant settlement programs, working in close partnership with communities and non-profit organizations.

The branch helps newcomers adapt to life in Canada through contracts with 100 third-party agencies providing essential settlement services.

The programs above managed expenditures in 2003/04 of $17 million through the efforts of 57 full-time equivalents in staff. Government transfers accounted for $11 million, or 66 per cent of the budget.

In 2003/04, the Community Initiatives and Vancouver Agreement Branch and the Business Immigration Office from the Ministry of Competition, Science and Enterprise joined the Department.

Core Business: Women's Services and Child Care

Goal: Women's unique social and economic needs are addressed

Goal: A sustainable child care system meets the needs of families

The ministry works to address the unique economic and social needs of women, and has two branches to address women's issues.

The **Women's Policy Branch** provides policy analysis and research support to government on issues that affect women. Working with other ministries and jurisdictions, the branch identifies and analyzes issues of concern to women, including economic, health and justice issues. These efforts are enhanced by the cooperation of other ministries to maximize opportunities for women when developing and administering their policies and programs.

The **Stopping the Violence Branch** is responsible for transition house programs for women and children leaving abusive relationships. It also funds and administers programs to support community-based violence prevention projects, counselling programs for women who have experienced violence and counselling for children who witness abuse. The branch works with non-profit agencies through annual contracts to provide these services.

The ministry supports the child care system in British Columbia through policy development and program administration.

The **Child Care Policy Branch** develops policy and legislation and provides analysis, evaluation and research on child care issues.

The **Child Care Programs Division** administers programs that provide operational funding to assist eligible licensed group and family child care providers with the cost of providing care. It is also responsible for providing subsidies to parents to pay for child care. Partnerships with the Ministry of Human Resources and the Ministry of Children and Family Development help to achieve success in these objectives. The ministry also works with non-profit agencies through annual contracts to provide child care resource and referral services, and supports the Early Childhood Educator (ECE) Registry which includes over 8,000 ECEs.

The Women's Services and Child Care Department managed expenditures for 2003/04 of $198 million through the efforts of 182 full-time equivalents in staff. Government transfers accounted for $182 million, or 92 per cent of the budget.

The department was expanded in 2003/04 to include the new responsibilities of the Minister of State for Women's and Seniors' Services and became the Women's Services, Seniors and Child Care Department. The Women's Policy Branch became the Women's and Seniors' Policy Branch.

Core Business: Executive and Support Services

Goal: Support services enable Ministry programs to meet their objectives

Executive and Support Services is composed of the Minister's Office and staff, the Deputy Minister's Office and staff, the Communications Branch and the Corporate Services Department.

Corporate Services supports ministry programs by supplying services such as human resources, finance and administration, information technology, corporate policy and planning, and information and records management. It has five branches: Corporate Policy and Planning, Finance and Administrative Services, Strategic Human Resource Management, Information and Privacy, and Information Systems. These branches facilitate the ministry's strategic direction by supporting enhanced contract management, risk management and performance planning; encouraging public-private partnership opportunities; and supporting training and professional development opportunities, succession planning and recruitment to address needs stemming from workforce adjustment and the ministry's changing skills requirements. These branches also work with the Office of the Deputy Minister and the Communications Branch to provide strategic direction and common services that support the ministry's programs in achieving their objectives.

The Executive and the Corporate Services Department managed expenditures for 2003/04 of $12 million through the efforts of 89 full-time equivalents in staff.

During 2002/03 and 2003/04, payroll services and some information technology were transferred to the Ministry of Management Services and human resource services were centralized in the Public Service Agency. Staff from these functional areas were transferred to the respective agencies.

Update on *New Era* Commitments

Twenty-four of the *New Era* commitments presented in June 2001 fell within the mandate of the Ministry of Community, Aboriginal and Women's Services. In the 2002/03 Annual Service Plan Report, the ministry reported on the status of all these *New Era* commitments. This table outlines those commitments that were completed in 2003/04 and one that remains outstanding.

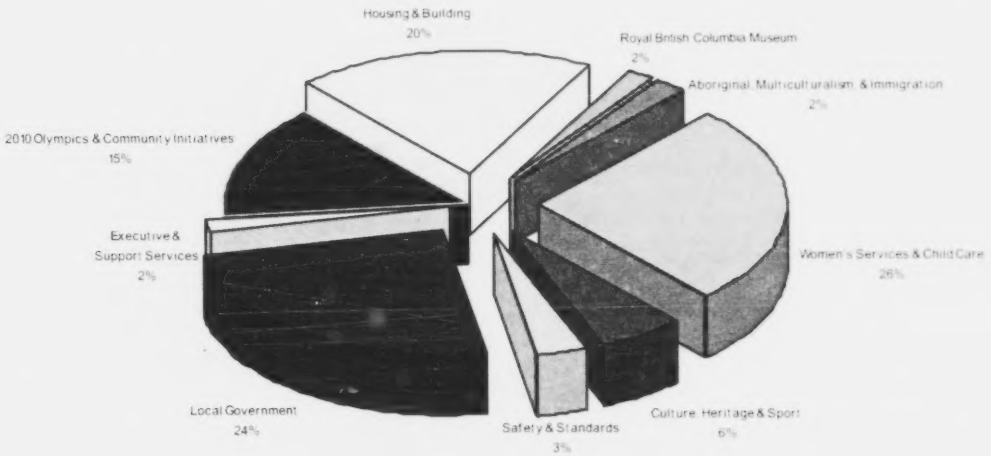
***New Era* Commitment**	**Status**
Pass a *Community Charter* to outlaw provincial government "off-loading" of costs onto municipal governments, and to give local governments greater autonomy and better planning tools to reduce pressure on property taxes.	Done. The *Community Charter* was brought into force on January 1, 2004. The ministry works to support its implementation through its Local Government Department.
Ensure that Crown corporations are subject to local zoning and land-use bylaws.	Done. Crown corporations have been advised to honour the policy, and a cross-government working group has been established to formally implement it.
Implement a flexible, innovative program to increase the supply of affordable housing.	Done. Since June 2001, funding has been committed through BC Housing for construction of 3,400 new units under the Provincial Housing Program. By 2006, through the Independent Living BC Program, 3,500 additional independent living spaces for frail seniors and persons with disabilities will be built in cooperation with non-profit, community, municipal and federal partners. These units will be fully allocated by the end of 2004.
Aggressively support and champion British Columbia's bid to host the 2010 Winter Olympics.	Done. The City of Vancouver and the Resort Municipality of Whistler bid was successful.
Increase efforts to protect and promote aboriginal languages.	Done. $1 million in increased funding is being provided under the doubled First Citizens Fund. FirstVoices.com funding was secured for 15 Aboriginal languages.
Increase funding for the British Columbia Arts Council to promote and support BC arts, music, artists and culture.	Done. Funding has been protected, and a new Olympic Arts Fund established. Funding will increase by $500,000 in fiscal 2005/06 for the BC Arts Council.
Return 75 per cent of all traffic fine revenue to municipalities to improve community policing and crime prevention.	Underway. Full implementation will be completed by 2006/07. This will fulfill this *New Era* commitment.

Performance Reporting

The following section outlines how the ministry's goals support its vision, mission and core business areas. It also reports on the ministry's success in meeting the performance targets identified in its Service Plan for 2003/04. Variances are discussed in cases where performance levels differed substantially from Service Plan targets. Because a significant portion of the ministry's work focuses on policy and program development rather than direct service delivery, and because it depends on many partners to achieve its results, outcomes can be difficult to measure. The ministry is working to address this by building capacity and increasing accountability among its partner organizations to improve and better account for results. The ministry is also continually working to define outcomes and measures that are meaningful and effective, given the nature of its work.

The pie chart below illustrates how the ministry's resources, allocated according to its core business areas, are used to further its goals.

Ministry of Community, Aboriginal and Women's Services
2003/04 Actual Expenditures by Core Business



Report on Results

Core Business Area: Local Government

Goal: Open, accountable and effective local governments

Local governments are critical partners in achieving the ministry's vision and mission. Across British Columbia, 155 municipalities, 27 regional districts and 255 improvement districts make up the local government system.

BC communities range in population from the Village of Zeballos, population 243, to the City of Vancouver with some 536,000 residents. They also vary greatly in physical size: the Peace River Regional District is the largest in the province at 11,933,655 hectares, while the Village of Silverton is the smallest incorporated community with an area of 63 hectares. Annual budgets also differ widely throughout BC, ranging from hundreds of thousands of dollars for the District of Wells to hundreds of millions for the City of Vancouver. It is a significant challenge for the ministry to balance the wide-ranging needs of all local governments within this complex and diverse environment.

Local governments in British Columbia govern under provincial authority established in the *Community Charter* and the *Local Government Act*. The City of Vancouver operates under its own legislation, the *Vancouver Charter*.

Under the *Community Charter* local governments have broad powers, increased flexibility and greater autonomy with which to address their community's individual needs. British Columbia now has the most empowering local government legislative framework of any province in Canada. These additional powers are balanced with higher standards of ethical conduct and new obligations for locally elected officials to report to citizens.

The ministry is also responsible for providing a legislative, policy and program framework for efficient service delivery and cooperation among British Columbia's 69 public library boards and 230 library facilities.

Objectives and Strategies

Objective 1:
Local governments are able to effectively exercise broader authority in the context of enhanced accountability to citizens.

Key Strategies Undertaken:

- In Phase 1, the *Community Charter* was developed and implemented.
- In Phase 2, the scope of further local government legislative reform was defined and options for subsequent phases of legislation were explored.

Performance Measures	2003/04		
	Target	Actual	Variance
Output: *Community Charter* Phase 1 municipalities, legislation.	Complete	Completed January 1, 2004.	None
Output: *Community Charter* Phase 2 • define scope and consultation • introduce legislation.	Complete	Scope exercise completed. Legislation will be introduced as warranted.	None

In 2002/03, the ministry began a strategic shift to change the focus of the local government legislative framework from detailed prescription and provincial approval to a broader, more enabling approach. This shift culminated with the enactment of the *Community Charter* on January 1, 2004.

During 2003/04, resources were focused on developing the *Community Charter*, preparing an extensive web-based toolkit of advisory materials and providing training and advice to elected officials, local government practitioners and other local government stakeholders.

Objective 2:
Communities are able to provide safe drinking water and appropriate sewage treatment.

Key Strategies Undertaken:

- The ministry delivered the Canada/BC Infrastructure Program.
- The infrastructure planning grant program was delivered.

Performance Measure	2003/04		
	Target	Actual	Variance
Outcome: British Columbians have improved water and sewer services as a result of Canada/BC Infrastructure Program.			
Measures:			
• Percentage of British Columbians with improved water services.	6%	8%	+33.3% (Reached 133% of target)
• Percentage of British Columbians with improved sewer services.	2%	11%	+22% (Reached 122% of target)

Explanation of Variance:

2003/04 targets were conservative. Funded projects served a greater proportion of the provincial population than was initially forecast.

In 2003/04, the ministry continued to deliver the Canada/BC Infrastructure program. The six-year tripartite agreement, which was signed in 2000, committed to providing $268 million in provincial funding assistance to communities to improve drinking water and sewage treatment. These projects are referred to as "green" infrastructure projects. The program's objectives are to improve the quality of life for British Columbians through investments that: support long-term economic growth; improve community infrastructure; build 21st century infrastructure through the use of best technologies, new approaches and best practices; and enhance the quality of the environment.

Under the program, the ministry committed to funding 91 "green" infrastructure projects, investing $68 million of provincial monies into communities throughout the province. This investment was augmented with one million in additional funding for 108 infrastructure planning grants to increase local government infrastructure planning capacity.

Objective 3:
Efficient and effective local government systems.

Key Strategies Undertaken:

- Communities engaged in restructuring activities were assisted.
- Unconditional grants were allocated to communities under the Small Community Protection, Regional District Basic and Traffic Fine Revenue-Sharing programs.
- The ministry coordinated provincial government actions and facilitated cooperation among governments in high growth regions.

The ministry worked to increase the efficiency and effectiveness of the local government system in 2003/04 by assisting 11 local governments to extend their boundaries; providing $96,600 in restructure planning grants; and paying $862,847 towards the implementation of the incorporation of the District of Lantzville and the restructure of Comox to include the Kye Bay community, helping to ensure that residents have access to the form of local government they believe is most appropriate.

Additional funding of $26.5 million was provided to 174 local governments throughout the province in the form of Small Community Protection Grants and Regional District Basic Grants for general administration costs. Community policing and crime prevention activities were also advanced in many communities with grants totaling $10 million from the ministry's Traffic Fine Revenue-Sharing program.

The ministry also provided community transition assistance funding of $890,000 to the Village of Tahsis to ensure its ongoing fiscal viability; $87,500 was awarded to the Municipality of Sayward for the seismic upgrading of public facilities; and the ministry provided matching funding of $1.6 million to 127 local governments for local West Nile Virus prevention initiatives.

In 2003/04, the Capital Regional District adopted a Regional Growth Strategy to better co-ordinate decision-making and target infrastructure investment in the region. The Squamish-Lillooet and Okanagan-Similkameen Regional Districts initiated formal regional planning exercises, which may lead to Regional Growth Strategies being adopted by 2006.

Objective 4:
Public libraries are able to provide accessible service on an equitable basis to all British Columbians.

Key Strategies Undertaken:

- The process to develop a strategic plan for public libraries in British Columbia was begun.

The Ministry allocated $9 million in library operating grants to 69 public library boards responsible for operating 230 public library facilities throughout British Columbia. These library boards are supported by the Province as they work together through networked services to maximize the investment, by all levels of government, in library programs. An electronic network reduces traditional barriers of distance and size by making

public access to library resources available across the province. The ministry provides administrative and organizational support to ensure libraries are able to maximize cooperative opportunities.

To more effectively focus the Government's efforts in the development and support of the public library system, the ministry has embarked on a consultative process to develop a strategic plan for public libraries. This process, which will focus on partnerships to strengthen libraries, will conclude with the approval and adoption of a provincial strategic plan for public libraries in 2004/05. As part of the consultation process with communities and stakeholders, a paper entitled "Developing a Draft Strategic Plan for Public Libraries: Situation Assessment" was published in May 2003.

Significant progress has been made on development of a strategic plan for public libraries based on stakeholder feedback and comments. Consultation meetings with boards, agencies and interested parties across the province to solicit further input are continuing.

Core Business Area: Housing and Building

Goal: Housing needs and safe building standards are met

The ministry provides policy and legislative analysis and advice to government to assist in making decisions about how best to meet housing needs and address building code requirements. Social housing needs are addressed primarily through the British Columbia Housing Management Corporation (BC Housing, a Crown agency for which the ministry is responsible), while the ministry itself is responsible for developing the *BC Building Code*. A key component of the ministry's strategy to ensure a modern, efficient building regulatory regime has been to harmonize the building code with standards developed on a consensus basis nationally.

To address market housing issues, the ministry works in cooperation with local governments which are responsible for zoning and construction bylaws, and with the federal government to effect tax laws and monetary policy, which are the primary levers for influencing market housing.

Safe and affordable housing is essential to the ministry's vision for healthy communities and its mission to improve the lives of British Columbians. The housing industry is strong in British Columbia but affordability continues to be an issue. In the rental market, supply has lagged far behind demand in recent years and rising rental rates have led to an increasing need for housing options for low-income households. Consumer protection also remains a pressing issue for government and the ministry worked to address both issues in 2003/04.

Objectives and Strategies

Objective 1:
The housing market thrives.

Key Strategies Undertaken:

- As a component of implementing the new provincial housing policy, a Market Housing Affordability Strategy to stimulate options in the housing industry was developed.
- Support was provided to the Homeowner Protection Office Board of Directors. The board is reviewing the fundamentals of the *Homeowner Protection Act* and regulations, and will present its findings and recommendations to the Minister in 2004.
- Tools and resources were provided to local governments to ensure their planning efforts meet their social and market housing objectives.

Performance Measures	2003/04		
	Target	Actual	Variance
Output: Provincial Housing Policy implementation plan.	Complete implementation plan.	Market Housing Affordability Strategy complete. Social Housing Strategy pending approval.	Partially completed.
Outcome: Local governments are better prepared to respond to local housing needs. **Measure:** Response to local government survey: • Percentage of local governments using the ministry's recent housing policy planning tools or guides.	30%	40%	+33% (Reached 133% of target)

Explanation of Variance:

Further analytical work to fully develop strategies for the Provincial Housing Policy Implementation Plan was required.

The number of local governments using housing policy planning tools or guides was higher than anticipated. The survey is done every three years and in 2000 showed 17 per cent use.

In 2003/04, Housing Policy focused on developing tools to stimulate the development of more affordable housing in British Columbia through the new Provincial Housing Policy. A survey was conducted to assess the number of local governments using the ministry's tools or guides to plan for and address their housing needs. Local government planners' use of ministry tools and guides will enhance their likelihood of developing affordable housing.

The increase to 40 per cent using the tools represents a significant improvement over the baseline.

Objective 2:
The most vulnerable British Columbians are housed.

Key Strategies Undertaken:

- A Social Housing Strategy was developed to address the needs of the most vulnerable as part of the implementation of the new Provincial Housing Policy.
- BC Housing added subsidized housing units for low-income renters.

Performance Measures	2003/04		
	Target	Actual	Variance
Outcome: Housing is available for the most vulnerable.			
Measures:			
Number of units of subsidized housing.[1]	1,114 new	1,230[3] new	+116
Number of rent supplements provided.[2]	Target is set for 2004/05		

[1] The administration of existing and construction of new units is the direct responsibility of BC Housing to which the ministry transferred $139 million in 2003/04, and will transfer $142 million in 2004/05 and $142 million in 2005/2006. Housing and subsidies are funded under partnerships with other ministries, the federal government and other sources (e.g., Ministry of Health Services, local governments) and delivered through partnerships with the private sector. "Subsidized" includes units funded by the province through established agreements with the housing provider (non-profit, co-op, and private sector) and that do not involve direct subsidies to tenants.

[2] Includes Shelter Aid for Elderly Renters (SAFER), Supported Independent Living (SIL) and other assistance.

[3] 251 rent supplement units, 388 new construction and 591 levered units through a mix of multi-stakeholder partnerships and initiatives.

Explanation of Variance:

BC Housing was able to leverage additional opportunities to build social housing through multi-stakeholder partnerships.

Objective 3:
British Columbia has a modern building regulatory system for safe, healthy and accessible buildings.

Key Strategies Undertaken:

- The ministry participated in the development of new national objective-based building and plumbing codes.
- Frameworks for the building regulatory system in BC and other jurisdictions were reviewed to develop options to modernize the current system.
- Components for code interpretation services for all building code users were identified.

Performance Measure	2003/04		
	Target	Actual	Variance
Output: Number of building code proposals for change received from users (national and BC) and reviewed for policy and technical concerns by the branch.	1,100	1,400	+300
Outcome: Benefits of an objective-based code are realized by users (e.g., less restrictive, allows innovation, easier to use). **Measure:** Stakeholder response to survey.	**2007/08:** Majority surveyed agree benefits were achieved	No target set for 2003/04[1]	

[1] The survey to determine the extent to which this outcome has been achieved must be conducted at least two years after stakeholders have had a chance to use the new objective-based code which is targeted to be adopted in 2004/05.

Explanation of Variance:

The target for the number of proposals that would be received and reviewed was a best estimate.

Building Policy participated in 2003/04 in federal, provincial and territorial consultations on the *National Building Code of Canada* to ensure BC's perspective was integrated into the review. It also led the provincial-territorial joint working group with the Canadian Commission on Building and Fire Codes, tasked with redrafting the preface to the *National Code*.

Building Policy provided to users the 1,400 proposals for change to the technical provisions of the national and provincial building, plumbing and fire codes. The 2,000 responses to the proposed changes were then reviewed and forwarded to Canada. BC's responses from building and fire code users accounted for 40 per cent of all responses in Canada.

Core Business Area: Safety and Standards

Goal: Loss of life, injury and property damage are minimized in the built environment

The Office of the Fire Commissioner and the Safety Engineering Services Division contribute to the ministry's vision of communities that are safe, sustainable, liveable and healthy by reducing loss of life, injury and property damage in the built environment.

The Office of the Fire Commissioner (OFC) provides the legislative and policy framework for fire safety in British Columbia as well as major fire investigation, provincial response to major fire emergencies, advice to local fire departments on fire protection services, training and public fire safety education. By contrast, local fire departments are responsible for fire suppression and prevention activities within their jurisdictions. Consequently, the strategies

and performance measures below focus on the legislative responsibilities of the OFC as well as its support of local fire departments.

Objectives and Strategies

Objective 1:
Local governments are able to deliver effective fire prevention and safety services for their communities.

Key Strategies Undertaken:

- The Office of the Fire Commissioner assumed the role of Chief of the Provincial Fire Department to respond to the 2003 provincial wild land fire season, the worst season in 50 years.
- Local Assistants to the Fire Commissioner were provided with training and resources to enable them to undertake fire prevention and investigation activities.
- Policy analysis was undertaken regarding BC fire statistics and fire legislation.

Performance Measures	2003/04		
	Target	Actual	Variance
Output: Number of Local Assistants to the Fire Commissioner receiving advanced training in fire investigation and fire inspections.	250	80	-170
Outcome: Loss of life and property due to fire is reduced. **Measure:** fires property losses fatalities injuries	< 6,500 fires < $150 million in losses < 37 fatalities < 328 injuries	4,704 fires $229 million in losses 8 fatalities 190 injuries	+$79 million in property losses

Explanation of Variance:

Advanced training courses in fire investigation and fire inspections had to be cancelled during the firestorm response.

All targets were met for reducing loss of life and property due to fire, except property losses. The trend in fires, fatalities and injuries has steadily declined. In 2002, there were 5,827 fires, 17 fatalities and 270 injuries. Property losses increased this year, despite a previous downward trend with $199 million in 2002. This was largely due to heavy losses in the fires of the summer of 2003.

In 2003/04, much of the attention of the Office of the Fire Commissioner was diverted by the fires of August/September 2003, and the subsequent remediation activity in the Interior and southeast which resulted in significant losses. The office resourced fire apparatus from over 180 fire departments and safely evacuated over 50,000 residents. As a result of the time and resources consumed by this emergency effort, only 80 of 250 Local Assistants to the

Fire Commissioner were trained as planned. The number of people trained is an estimate based on the number of courses provided, multiplied by the average number of participants.

The outcome measures regarding loss to property, life and limb are long-term indicators of the success of all components of the fire system, including the Office of the Fire Commissioner, local fire departments and many other influences beyond the control of the ministry. This information is collected through the fire information resource system. Although a downward trend in these indicators is desirable, the results tend to reflect stability over the last 10 years.

Safety Engineering Services

Over the past decades, the safety system has become fragmented. This is largely due to the proliferation of new safety-related materials, technologies and services. In 2003/04, the ministry moved to address this fragmentation through the completion of the Safety System Transformation Project, which consisted of three major components:

1. A new consolidated *Safety Standards Act* and regulations;
2. Replacement of information technology systems and updating of business processes, referred to as the Modernization Project; and
3. The transfer of delivery of safety engineering services from government to an independent Authority.

The objective of the Transformation Project is to ensure that public safety is promoted through the efficient, effective and appropriate delivery of safety services. The elements of the Transformation Project are based on extensive consultation with stakeholders and reflect the need for administratively streamlined, flexible and responsive approaches. The result will be more efficient safety services delivered in a way that meets the needs of industry, government and the general public.

Objective 2:
Gas, electrical, railway, aerial tramway, elevating devices, and boilers and pressure vessels safety standards are set and met.

Key Strategies Undertaken:

- The Safety Engineering Services Division was transferred to the British Columbia Safety Authority, effective April 1, 2004.
- The *Safety Standards Act* was passed in 2003, consolidating and streamlining four existing pieces of legislation. Technical regulations under the Act were developed during the year. The Act and regulations were brought into force as of April 1, 2004.
- The *Railway Safety Act* was passed in March 2004. It harmonizes BC railway safety legislation with the rest of Canada.
- Safety Engineering Services continued to certify workers and contractors working with regulated products and processes, undertook inspections and monitored and responded to incidents or accidents related to regulated equipment during the year.

Performance Measures	2003/04		
	Target	Actual	Variance
Output: Number of contractor and gas fitters' licences issued.	10,000[1]	10,170[3]	+170
Output: Number of exams administered.	5,000[1]	3,624	-1,376
Output: Number of installation and operation inspections.	103,000[1]	118,793[4]	+15,793
Outcome: Increased public and worker safety. **Measure:** Decline in the number of incident investigations.	Decline in investigations over time.[2]	981[5]	Trend cannot yet be determined.
Outcome: Increased compliance with safety standards. **Measure:** Number of non-compliance reports issued.	Trend will decline over time.[2]	24,830[6]	Trend cannot yet be determined.

[1] This is a demand driven result. The targets are based on the assumption that the demand for the service will be consistent with past years'.

[2] The baseline for incident investigation reports is 814 in 2000/01, and for non-compliance reports issued is 32,945 in 2000/01. Improvements depend on a number of factors, including: engineering practices, education, department resources and capabilities, and fire code or safety standard enforcement at the local level. There is expected to be a downward trend in the number of incidents over the long term.

[3] This value includes the number of certificates issued, including renewals.

[4] This value includes the installation of inspections for Passenger Ropeways consisting of annual inspections and acceptance inspections carried out pursuant to the *Railway Act*.

[5] This value includes Incidents for Electrical (300) and Railway (450), which is an estimate (system information is unavailable).

[6] This value is the total number of single non-compliances as a result of inspections.

Explanation of Variance:

These targets are demand driven and are subject to year-to-year variance. All actuals fall within this normal range of variance.

The ministry worked to ensure safety in the regulated equipment area by certifying 72,220 workers responsible for working with regulated equipment. Additionally, inspections of 118,793 regulated processes and products were undertaken to verify that safety standards were being met. Over the long term, the number of incidents (accidents or breaches of standards) that occur as a result of failure or operator error with regulated equipment is expected to decline. The 981 incidents in 2003/04 do not provide sufficient information from which to derive a trend. It will be possible to compare safety system data to other jurisdictions in the future based on information from the BC Safety Authority's information system. Safety outcome data is a requirement of the Administrative Agreement between the ministry and BC Safety Authority Board.

Core Business Area: Culture, Heritage and Sport

Goal: British Columbians participate and excel in culture, heritage and sports

In 2003/04, the ministry supported culture, heritage and sport through policy and program activities, administration of the Physical Fitness and Amateur Sports Fund and through policy and program support to the BC Arts Council. Supporting the participation of British Columbians in culture, heritage and sport furthers the ministry's mission and vision to improve the quality of life and self-sufficiency of British Columbia citizens and communities.

The arts and cultural sector is a significant contributor to the health of our communities and to the strength of our economy. Arts and culture are central to the emerging knowledge-based economy and will increasingly contribute to the development of British Columbia's economic vitality. The sector also contributes to the ministry's vision of sustainable communities and provides the basis of cultural tourism development throughout BC.

Conserving heritage resources contributes to our understanding of British Columbia as a people, and to our sense of community. Heritage sites can also contribute to growth in the tourism sector, thereby contributing to the growth of local economies. A number of provincial heritage properties have been devolved to communities to allow for more flexible, creative, locally-based management.

BC has in excess of 215,000 buildings that pre-date 1945, as well as many other historic resources. Approximately 15,000 historic places have been identified by communities, but fewer than 1,500 have been legally protected by local governments or the Province. BC is working with the federal government and other provinces/territories through the Historic Places Initiative to support development of the Canadian Register of Historic Places.

British Columbia has traditionally been a sport leader in Canada, consistently sending more than its per capita share of Canada's athletes to world competitions, Olympics/Paralympics, Pan American and Commonwealth Games. BC's sport and physical activity systems are strong and highly-developed with streams of activity occuring in a number of settings, including schools, communities and competitive environments. More than 834,000 British Columbians are registered members of provincial sport organizations; three-quarters of whom are youth and children.

While British Columbia's physical activity rate leads the country, 47 per cent of our population (1998/99) and about half of our children and youth are not active enough to derive health benefits (National Population Health Survey, 1998/99). In BC, the cost of health care and lost productivity due to these physical inactivity levels is estimated between $347 million and $647 million annually ("The Cost of Physical Inactivity", 2003, Ministry of Health Services).

National longitudinal studies confirm that children who participate in organized activities, like sports, music, arts or other activities outside schools, have higher self-esteem and

lower incidences of incarceration and involvement in vandalism. In fact, according to Statistics Canada, the public received an estimated $7.16 in justice and health care cost savings for every dollar invested in high quality programs of sport and physical activity for disadvantaged children. Studies also confirm that youth involved in sport and physical activity are less likely to smoke and have fewer unwanted teenage pregnancies.

Objectives and Strategies

Objective 1:
British Columbia's cultural sector contributes to quality of life and economic development of communities.

Key Strategies Undertaken:

- The ministry provided administrative policy and program support to the BC Arts Council.
- Initiatives were developed to improve the competitive position of the publishing industry.
- A review of the provincial sound recording industry was completed.

The programs of the British Columbia Arts Council provided over $11 million in assistance to support arts and cultural activities throughout the province.

Based on work undertaken by the ministry, the provincial government implemented a refundable book publishing tax credit program. This program will assist provincial book publishers to compete effectively in both Canadian and international markets.

During the past year, the ministry also undertook a review of the provincial sound recording industry to identify its potential for further growth.

Objective 2:
British Columbia's heritage is preserved and promoted.

Key Strategies Undertaken:

- 19 British Columbia heritage properties were devolved to community partners.
- The ministry contributed to the development of the Canadian Register of Historic Places.

Performance Measures	2003/04		
	Target	Actual	Variance
Output: Agreements with third parties to manage devolved heritage properties.	20	19	-1
Outcome: Communities recognize the value of British Columbia's heritage. **Measure:** Number of communities with approved heritage registers, strategies and plans.	2	16	+14

Explanation of Variance:

In 2003/04, the Heritage Branch worked to complete the devolution of 19 heritage properties to a variety of local agencies to allow more flexible and creative local management of these resources.

Devolution of Barkerville was delayed pending the report of the Task Force, which was made public on May 20, 2004. Devolution is expected to be completed by March 2005.

The branch also signed a contribution agreement for $855,000 with the federal government for the Historic Places Initiative to support BC's participation in the development of the Canadian Register of Historic Places.

The register is a national initiative that will become a cornerstone of provincial and community heritage programs in future years, providing online access to listings of formally recognized historic places across the country. In 2003/04, the Historic Places Initiative also enabled a number of partnered projects with local governments to build community skills and capacity and facilitate participation in the national initiative.

Four new community heritage registers have been established and 12 substantially updated. Community heritage registers, strategies and plans enable communities to integrate heritage into social and economic planning, helping to conserve the identity and physical character of BC communities.

In March 2004, the initial phase of development of a BC Register of Historic Places database was completed. Almost 600 records prepared by local governments will be entered into the Register.

Objective 3:
British Columbians participate in physical activity and British Columbian athletes excel.

Key Strategies Undertaken:

- An Aboriginal Youth FIRST Program was developed and implemented.
- Supported by the Sports and Physical Activity branch, the Active Schools, Active Communities, and Organized Sport working groups developed recommendations for government and the sector to increase sport and recreation activity in the province in a sustainable manner.
- The ministry supported (in partnership with the Ministry of Health Planning and 2010 LegaciesNow Society) the Action Schools! BC research project and pilot program.

Performance Measures	2003/04		
	Target	Actual	Variance
Output: Number of participants in the Aboriginal Youth FIRST training programs.	250	250	None
Outcome: British Columbia athletes excel. **Measures:** Team BC placement at: • 2003 Canada Winter Games • 2005 Canada Summer Games	3rd place	4th place	4th instead of 3rd

Explanation of Variance:

British Columbia's placement at the Canada winter and summer games is an ultimate outcome measure of the British Columbia sport system. British Columbia's target was to place third at the Canada winter games, but placed fourth instead. This highlights the challenge of using ultimate outcome measures because the ministry has little control over these types of indicators.

In 2003/04 the ministry had 250 participants in the Aboriginal Youth FIRST provincial and northwest camps. This summer program supported participants in developing skills in swimming, outdoor recreation and adventure tourism. It also contributed to an improvement in the social and economic conditions of Aboriginal people. The number of participants is derived from class lists.

Also in 2003/04, the Active Schools, Active Communities and Organized Sport working groups (groups of 55 stakeholders) completed its deliberations and produced a report called "Moving Ahead: from Policy to Action, Recommendations for a Sustainable Future for Sport and Physical Activity". These 33 recommendations are being evaluated and have resulted in various activities such as Action Schools! BC (funded by Ministry of Health Planning and LegaciesNow), 2010 LegaciesNow Game Plan (a high performance sport plan and support), recreation facility inventory, Ministry of Education changes to physical education, and an Active Communities initiative (under development.)

While these initiatives are in the pilot and development phases, they will ultimately help build the capacity for schools, communities and the organized sport system to increase participation in sport and physical activity levels province-wide. Increased physical activity leads to reduced health and social costs and can have an important impact on our economy (e.g., reduced absenteeism and improved productivity in the workplace, increased sport tourism and manufacturing/retail benefits).

Core Business Area: Olympic Bid and Community Initiatives

Goal: British Columbia is host to the 2010 Olympic Games and Paralympic Games

The Olympic Games have the potential for substantial positive economic impact on British Columbia and the rest of Canada. A study by the Ministry of Competition, Science and Enterprise indicated that winning the bid for Vancouver/Whistler, combined with an expanded convention centre in Vancouver, could generate up to $10 billion in direct economic activity. The study also estimated over 200,000 direct and indirect jobs will be created across the province resulting in additional tax revenues up to $2.5 billion. Other major benefits include permanent community and sports legacies.

Community Initiatives and the Vancouver Agreement are working to address the long-standing challenges facing low-income communities in Vancouver, particularly in the Downtown Eastside. The Olympics are viewed as an opportunity to support economic

development in this area. The ministry supports the Vancouver Agreement by providing funding and support such as expertise in policy and strategic planning, and facilitating intergovernmental collaboration.

Objectives and Strategies

Objective 1:
The Vancouver Bid for the 2010 Winter Olympic Games receives coordinated provincial support.

Key Strategies Undertaken:

- Funding and advice were provided to the Vancouver 2010 Bid Corporation.
- Pledges for private and public financial support for the Olympic Games were secured.
- Responses to technical questions raised by the International Olympic Committee with regard to the bid book were provided.
- The 2010 Winter Olympic Games Secretariat was established to replace the 2010 Bid Secretariat.

Performance Measure	2003/04		
	Target	Actual	Variance
Outcome: Vancouver is chosen as the host city for the 2010 Olympic and Paralympic Winter Games. **Measure:** Formal declaration by the International Olympic Committee.	July 2003	City of Vancouver and Resort Municipality of Whistler won the bid.	None

Objective 2:
An enhanced sports system in British Columbia.

Key Strategies Undertaken:

- Provincial sports infrastructure projects were developed.

Performance Measure	2003/04		
	Target	Actual	Variance
Output: Sports infrastructure projects[1] in partnership with LegaciesNow Society and others.	6	6	None

[1] These are not capital infrastructure projects.

Projects were developed through partnerships with LegaciesNow and others to strengthen the BC sport system. This included supporting the World Junior Hockey Championships and the Spirit of 2010 Hockey Tournaments and developing a sport website, SportFit, an Internet-based program aimed at improving physical fitness in children attending grades 4 through 7. Another project was the Esteem Team, a national non-profit role model program made up of Olympic, Paralympic and World Class athletes who speak to young people about life skills

like goal setting, overcoming obstacles, making positive choices and having a healthy, active lifestyle. The presentations are complemented with a school resource and website.

Led by the TELUS Whistler Sport Centre, the promotion and development of Olympic and Paralympic winter sport has taken place across the province through increased exposure, administrative help, and/or coach and athlete development. More than 200 athletes participated in a winter sport development clinic.

The ministry also supported other initiatives such as the Action Schools! BC initiative in partnership with the Ministry of Health Planning, the Ministry of Education, University of British Columbia and the 2010 LegaciesNow Society. The program is designed to help keep school children physically active by providing additional resources for physical education teachers.

Objective 3:
Partnerships for an integrated approach in achieving community revitalization and supportive social infrastructures.

Key Strategies Undertaken:

- The ministry partnered in the Vancouver Agreement to revitalize the Downtown Eastside.
- Opportunities resulting from the 2010 Games were identified for new initiatives for Vancouver's inner city.

Performance Measure	2003/04		
	Target	Actual	Variance
Output: New revitalization initiatives for Vancouver's Downtown Eastside are developed in partnership with other levels of government.	2	12	+10

Explanation of Variance:

An investment of $10 million from the federal government in the Downtown Eastside under the Vancouver Agreement resulted in an increase in number of initiatives.

As part of the Olympic Legacy Fund, $10 million was invested in the Downtown Eastside (DTES) by the federal government to match funds paid by the provincial government in fiscal 2002/03. A number of other initiatives under the Vancouver Agreement brought resources to the DTES in the areas of shelter, housing, employment, training and services. These initiatives were: the Interurban Gallery, Pathway OneStop Employment Information Centre, Aboriginal Connection to Employment Program, Gastown Bike Race, Aboriginal Mother Centre, re-design of the Carnegie Community Centre, Lifeskill Centre, Community Economic and Development Centre, Aboriginal Front Door, the 100th Anniversary celebration of the Carnegie Community Centre, a Diversity Workshop and Business Incubator. These initiatives resulted in increased jobs for local residents, improved health status for residents and increased economic activity in the areas of the DTES that have been economically depressed.

The ministry also entered into agreements with multiple funding partners for the BladeRunners program, taking it from a provincial program to a public-private partnership. The program assists at-risk youth (80 per cent Aboriginal) by providing employment and on-the-job training opportunities. The partnership is expected to increase participation by 30 per cent. In 2003/04, 120 youth benefited from the program in four communities.

Core Business Area: Aboriginal, multiculturalism and immigration

Goal: Quality of life is improved for Aboriginal people

In 2003/04, the ministry worked with other ministries, the federal government and Aboriginal organizations to improve programs and services for Aboriginal British Columbians.

Between 1996 and 2001, the province's Aboriginal population grew by 24 per cent, with the urban Aboriginal population growing at a faster rate than on-reserve populations, and young adults and single-parent families dominating both groups. About 70 per cent of BC's 140,000 Aboriginal people now live off-reserve. The standard of living of Aboriginal people (both on- and off-reserve) falls below the provincial average by 20 per cent based on indicators such as income, employment, educational attainment and housing adequacy. Improving the quality of life for the province's Aboriginal communities through economic and cultural support is a high priority of the provincial government.

Objectives and Strategies

Objective 1:
Aboriginal people and communities participate more in British Columbia's society and economy.

Key Strategies Undertaken:

- Partnerships were created between potential employers and the Aboriginal community to enhance Aboriginal people's employment prospects.
- Through the First Citizens Fund, Aboriginal-owned businesses were created or expanded.
- The second annual First Citizens Forum was coordinated for Aboriginal people to identify their priorities to government.
- Resources were made available to assist Aboriginal people to retain their culture and languages.

Performance Measures	2003/04		
	Target	Actual	Variance
Output: Signed partnership agreements under the Aboriginal Employment Partnership Initiative.	4	4	None
Outcome: Enhanced social and economic development opportunities for Aboriginal people through the First Citizens' Fund.			
Measures:			
• Number of jobs created or sustained through First Citizens Fund loans.	350[1]	330	-20
• Number of Aboriginal businesses started or sustained through the First Citizens Fund.	140[1]	176	+36
Outcome: Aboriginal languages are better protected and preserved.			
Measure: Number and percentage of languages able to use FirstVoices.com.[2]	16 languages 50%	15 languages 47%	-1

[1] The baseline figures are the average of the past three years.

[2] This ministry site allows British Columbia Aboriginal communities to document and archive their endangered languages.

Explanation of Variance:

The target for the number of jobs was based on a three-year average. The result is consistent with year-to-year variance.

Because a high number of small value loans were provided to businessses, more businesses were supported.

The federal contribution to FirstVoices.com implementation only supported participation of 15 communities.

In 2003/04, the number of partnership agreements under the Aboriginal Employment Partnership Initiative increased by four to a total of seven. These agreements provide for improved hiring and retention practices, improved cross-cultural understanding, and better information flow regarding short- and medium-term employment opportunities for Aboriginal people.

Through the First Citizens Fund, the ministry contributed to the start-up or expansion of 176 Aboriginal businesses, thereby supporting the creation or continuation of 330 jobs. At this point, the ministry does not collect data that would afford a differentiation between loans that create new businesses and those which result in improvements to existing businesses.

Support for the FirstVoices.com project allowed 15 communities to develop multi-media Internet-based archives of their languages. These archives can be used to support language education programs within each community. They also allow individuals living away from their home communities to pursue personalized language education through the Internet.

In addition, Aboriginal language projects in 37 communities received support from the First Citizens Fund through the First Peoples' Heritage, Language and Culture Council.

Objective 2:
The province partners with the federal government and Aboriginal communities to address the needs of Aboriginal people.

Key Strategies Undertaken:

- A provincial strategy was developed to engage the federal government on the provision and funding of Aboriginal programs and services.

Performance Measure	2003/04		
	Target	Actual	Variance
Output: Provincial strategy to increase federal funding for Aboriginal programs and services.	Develop implementation plan	Implementation plan was not developed	See explanation below

Explanation of Variance:

In November 2003, the Province renewed its partnership with federal and municipal (Vancouver) governments in the Greater Vancouver Urban Aboriginal Strategy, the BC component of the national initiative, to enable a coordinated approach to address local Aboriginal priorities in Greater Vancouver in the areas of youth, health and homelessness. The federal government announced an investment of $3 million over three years through the partnership. A steering committee of three levels of government (federal, provincial and municipal) and Aboriginal organizations identified common areas of work and initiatives that could be coordinated.

In addition, in 2003/04, a provincial Aboriginal Social-Economic Strategy to increase coordination of services for Aboriginal people was developed and approved in principle by Cabinet. An implementation plan to increase federal funding is expected to be developed through this strategy. Work will continue in 2004/05 with an engagement process to discuss the strategy with the Aboriginal community. Some desired outcomes of this strategy are: improved school success, improved literacy/numeracy, improved health profile, more business starts and greater participation in growing the BC economy.

In November 2003, the first ever tripartite, self-governance agreements were signed by BC, Canada and the representative organizations for off-reserve and Metis people, the United Native Nations and the Metis Provincial Council of BC, respectively. These agreements will help to maintain and grow a federal commitment to partner with the Province in addressing the increasing needs of BC's urban Aboriginal communities, which represent 70 per cent of the Aboriginal population. The urban Aboriginal population is growing rapidly and will continue to be a significant participant in provincial programs and services.

While these strategies differ in scope, efforts will be coordinated through the ministry to ensure there is no duplication.

Core Business Area: Aboriginal, Multiculturalism and Immigration

Goal: The social and economic benefits of immigration and multiculturalism are maximized

The provincial government recognizes the significant social and economic benefits associated with immigration. It provides the largest source of population and labour force growth, playing a lead role in meeting skill requirements, attracting investment and stimulating economic growth. Immigration also brings many social benefits, contributing to a society where diversity, cultural harmony and full participation are valued.

In 2001, visible minorities accounted for 21 per cent of BC's population and more than one-quarter of BC residents were born outside Canada. The foreign-born population grew by 11.8 per cent between 1996 and 2001, compared to overall population growth in BC of 4.9 per cent.

Currently, about 15 per cent of all immigrants to Canada settle in British Columbia. Many arrive with little knowledge of how systems work. About half do not speak English and many experience difficulty getting their foreign credentials recognized by provincial regulatory bodies and licensing authorities.

Supporting new immigrants to overcome these challenges, fighting racism and promoting multiculturalism contribute to the ministry's mission and vision to strengthen British Columbia communities.

Objectives and Strategies

Objective 1:
Increased and expedited immigration with emphasis on skilled immigrants helps meet skill shortages.

Key Strategies Undertaken:

- The ministry managed the International Qualifications Program, which provides leadership and support to regulatory bodies, professional and trade associations, employers, unions, post-secondary institutions, and community service agencies through three core service activities: capacity building, information services and networking.
- The ministry managed the Provincial Nominee Program to support the recruitment and retention of foreign workers with highly specialized skills to meet critical skill shortages faced by BC employers.
- A one-year extension of the Canada/BC Agreement for Cooperation on Immigration was negotiated. A new agreement was signed on April 5, 2004.

Performance Measures	2003/04		
	Target	Actual	Variance
Output: New agreements with employers to employ skilled immigrants through the Provincial Nominee Program.	40	100	+60
Outcome: Skilled immigrants are promptly employed in British Columbia's skill-shortage sectors. **Measure:** Skill-shortage sector jobs filled by applicants of the Provincial Nominee Program.	250	243	-7
Outcome: Employment of skilled immigrants under the Provincial Nominee Program is distributed among the regions of the province. **Measure:** Percentage of employers in rural areas.	30%	20%	-33% (Reached 67% of target)
Outcome: Employers and nominees are satisfied with the Provincial Nominee Program. **Measure:** Respondents satisfied in annual evaluation surveys.	75%	90%	+20% (Reached 120% of target)

Explanation of Variance:

Increased interest in the PNP through marketing efforts resulted in more new employers using PNP to address critical skill shortages than anticipated.

97 per cent of the strategic occupations target of 250 nominees was achieved and the international student category was expanded.

There has been no increase in applications from employers in the regions in the past two years.

Staff exceeded client service expectations, based on independent evaluation.

The ministry works with the federal government through the Canada/BC Agreement for Cooperation on Immigration to facilitate the immigration of newcomers to BC.
The Provincial Nominee Program (PNP) is a critical piece in the plan to resolve the growing need for skilled workers in BC. The Province works through this program to fulfill its labour market needs and support the settlement of new immigrants to BC communities.

In 2002/03, the ministry targeted 200 skill-shortage sector jobs to be filled by PNP applicants and reached 91 per cent of its target. In 2003/04, the ministry reached 97 per cent of its target. Nominations made through the program expedite the immigration of skilled workers in a wide variety of sectors, including: aerospace, biotechnology, education, health care, high technology and transportation. In March 2004, the international student category was expanded to allow foreign graduates of BC universities in high demand fields to apply for

permanent residence once they have successfully obtained permanent job offers in their field from a BC employer.

Through the International Qualifications Program, the ministry leveraged an additional $703,948 from non-ministry sources to support projects to address barriers to labour market attachment for skilled immigrants to BC. With funding from the program, the Association of Professional Engineers and Geoscientists of BC completed policy and procedures that led to the development of a new provisional membership category and reduced first year membership fees for foreign-trained engineers in BC.

Communities are recognizing that immigrants are an important source of employment and business skills and investment dollars, and can play an important role in bringing a community's economic development plan to fruition. The trend over the last 10 years, however, has seen the majority of immigrants settling in the Greater Vancouver area. Only 10 per cent of newcomers are choosing to settle in communities outside Vancouver. The ministry is working with Citizenship and Immigration Canada to develop a strategy that will help smaller communities attract and retain immigrants.

Objective 2:
Accelerated settlement of immigrants allows them to realize their full potential and contribute to the economy.

Key Strategies Undertaken:

- English language training and settlement services were made available to immigrants through third-party service providers.

Performance Measure	2003/04		
	Target	Actual	Variance
Output: Number of adult immigrants and refugees who access funded English language classes.	10,000	14,022[1]	+4,022

[1] In 2003/04, 60 contracts worth $17.9 million were in place to provide these services to these individuals.

Note: this information is not presented as a performance measure as prescribed by the 2003/04 to 2005/06 Service Plan.

Explanation of Variance:

Full utilization of vacant seats for English language classes led to higher client numbers.

In 2003/04, third-party service providers delivered settlement and adaptation services for new immigrants, including basic adult English language training. It is estimated that 40,000 new immigrants received services through the BC Settlement and Adaptation Program; approximately 30,000 clients received initial orientation information and adjustment support services; approximately 2,000 adults and youth were matched with host volunteers to assist them in understanding their new communities; and more than 14,000 adults participated in settlement-focused English language classes.

In March 2004, new curriculum was developed and a pilot project was launched in eight locations across the province offering enhanced English Language Services for Adults with

a labour market focus. One hundred and forty-four adult newcomers were recruited for the pilot project, which is scheduled to run until March 2005. Interim evaluations of the pilot project are scheduled to be completed in June and November 2004, and a final evaluation will be conducted in March 2005.

Enabling and expediting immigrant settlement helps to ensure that the social and economic benefits of immigration are maximized.

Objective 3:
Stronger communities through action on racism and greater awareness of multiculturalism.

Key Strategies Undertaken:

- Anti-racism and multiculturalism initiatives were funded to reduce and prevent incidents of racism and hate.

Performance Measure	2003/04		
	Target	Actual	Variance
Output: Anti-racism or multiculturalism initiatives funded.	25	31	+6
Outcome: Stronger communities through action on racism and greater awareness of multiculturalism. **Measure:** Number of communities with anti-racism protocols in place.	8	8	None

Explanation of Variance:

Because of cost savings on individual projects, additional projects were undertaken.

Under the BC Anti-Racism and Multiculturalism Program (BCAMP), a total of 31 projects were funded in 2003/04 to help prevent and eliminate racism by enhancing community understanding of multiculturalism and cultural diversity. Projects included the implementation of cross-cultural and anti-racism leadership training for youth in Abbotsford, North Vancouver, Kamloops, Kelowna, Cranbrook, Prince George, Duncan and Campbell River; the coordination of city-wide campaigns against racism in Kamloops and Grand Forks; the organization of anti-racism conferences and forums in Kelowna, Mission, Vancouver and Victoria; and the development of multiculturalism and anti-racism educational workshops, handbooks and internet resources for communities across the province.

The ministry engaged with 16 communities to develop anti-racism protocols under the Critical Incident Response Model (CIRM). CIRM is a three-year, three-step process for communities to build capacity and to develop formal community protocols to effectively respond to racism and hate activity. During the year, four communities entered the model at Step 1 (Burns Lake, Fernie, Port Alberni and Vernon); four advanced to Step 2 (Fort St. John, Masset, Port Hardy and Merritt); and eight communities successfully completed Step 3 by putting response protocols in place (Nanaimo, Prince Rupert, Abbotsford, Quesnel, Campbell River, Cranbrook, Terrace, and Kamloops). The protocols were successfully used in

Cranbrook and Nanaimo where citizens reported recent incidents of racism and hate activity in accordance with their protocols.

An 18-member Multicultural Advisory Council was appointed to advise the Minister on issues related to multiculturalism and anti-racism and to facilitate community action across the province. In January 2004, the ministry organized the council's first meeting.

Core Business Area: Women's Issues

Goal: Women's unique social and economic needs are addressed

The ministry provides services to women through the provision of policy analysis and advice to executive, the ministers and Cabinet; through supporting the provincial inventory of transition houses; and by making counselling available for women who have experienced abuse and for children who have witnessed abuse.

Violence against women remains a largely hidden problem in our society, exacting a high economic toll and causing serious health and societal problems. Violence witnessed by children can also have long lasting negative effects. A reported 10 per cent of British Columbia women have experienced spousal violence in the past five years. This is the third highest rate of spousal violence among Canadian provinces (Canada 1999 General Social Survey).

Addressing women's unique needs contributes to the ministry's mission and vision for individuals and communities.

Objectives and Strategies

Objective 1:
Women experiencing abuse receive emergency shelter and counselling.

Key Strategies Undertaken:

- In 2003/04, $26.8 million in funding was provided for transition houses (including second-stage housing, safe homes, outreach services, and multicultural services).
- $8.25 million in funding in 2003/04 was provided for counselling services for 22,816 abused women and for 8,841 children who witnessed abuse.
- Recommendations for a new funding model for the provincial inventory of transition houses were developed.

Performance Measure	2003/04		
	Target	Actual	Variance
Outcome: Women and their children using transition houses are safely sheltered from violence. **Measure:** Number of women and their children who used transition house services.	10,400[1]	10,800	+400

[1] The baseline figure has been restated as 10,461 sheltered. Previously, the figure used (14,125) was the number of overnight stays, which, because the figure was reported monthly, resulted in some double-counting. The revised figure represents the number of new residents sheltered. 61 contracts were awarded, funded and monitored for transition house services in 2003/04.

Explanation of Variance:

This program/service is demand driven. The target was based on the assumption that the demand for service will be consistent with past years. The target is based on a three-year average.

In 2003/04, the ministry developed a new funding model for transition houses to increase equity in its contracts. The ministry also administered contracts for counselling services and provided one-time funding of $779,500 for capital improvements for 54 transition houses.

The province's network of 61 transition houses is complemented by nine second-stage houses for those moving on from transition houses, and 16 safe homes, which provide shelter to women and their children leaving abusive relationships in smaller communities.

Transition houses provide short-term, emergency respite from violence. Accordingly, the ministry is unable to track the longer term outcomes for their clients. The number of women receiving this service in 2003/04 was up slightly from the three-year average but is not considered to fall outside of year-to-year variation.

Objective 2:
Government is enabled to make informed decisions on issues that affect women.

Key Strategies Undertaken:

- Key elements of the Safer Community Strategy for Women were implemented.
- An online Women's Services Directory was completed.

The ministry continued to work to provide expert policy analysis and advice to the Minister of State for Women's Equality and the Minister of State for Women's and Seniors' Services, and to serve as a resource to other government ministries and the public.

The Minister of State was supported in her participation in the federal/provincial/territorial Status of Women Ministers' forum. One result was the production of "Workplaces that Work", a toolkit for employers to increase participation of women in the workplace.
The ministry also worked with partner ministries to implement key elements of the Safer Community Strategy for Women. This included the Healthy and Respectful Relationships initiative which will benefit women and communities by developing and delivering

workshops, training and other prevention resources for secondary school students to increase their awareness and understanding of issues related to violence against women.

Core Business Area: Child Care

Goal: A sustainable child care system that meets the needs of families

The ministry supports the child care system by providing operational and capital funding to eligible child care providers and subsidies for children of low-income families, and by funding child care resource and referral providers. The ministry also certifies early childhood educators and approves early childhood education training programs.

Evidence of the need for a sustainable child care system is provided in the following statistics. In 2001 Statistics Canada reported that:

- 70 per cent of women with children under age 16 living at home were part of the employed workforce, compared to 39 per cent in 1976.
- 62 per cent of women with children under age three worked outside the home, compared to 28 per cent in 1976.

About 36 per cent of families in BC include children under age 13. According to the 2003 Provincial Child Care Needs Assessment Survey, 38 per cent of the 600,000 children under age 13 are in some kind of non-parental child care arrangement (227,000 children). Access to affordable child care helps parents participate in education/training or the paid labour force, and contributes to the ministry's mission and vision for British Columbia.

Objectives and Strategies

Objective 1:
More child care spaces are available.

Key Strategies Undertaken:

- In 2003/04, the Child Care Operating Fund was implemented. This fund integrated and improved upon a variety of pre-existing operational grants and contributes to the support of licensed child care spaces.
- A revised capital grant program was implemented to create new child care spaces and to address minor emergency repairs.

Performance Measures	2003/04		
	Target	Actual	Variance
Output: Number of funded licensed child care service providers for the Child Care Operating Funding Program and the Capital Funding Program.	3,400	3,900	+500
Outcome: There are more child care spaces available for families. **Measure:** Licensed child care spaces in BC.	74,060	80,230[1]	+6,170
Outcome: Financial assistance for child care providers is fairly distributed under the Child Care Operating Funding Program. **Measures:** Percentage of eligible centre-based providers that are funded.	75%	80%	+6.7% (Reached 106% of target)
Percentage of licensed family providers that are funded.	65%	68%	+4.6% (Reached 104.6% of target)

[1] Ministry of Health data for March 31, 2003.

Explanation of Variance:

The uptake of the program was higher than estimated for the first year, resulting in more providers being funded and more spaces being made available.

In 2003/04, the ministry contributed $40 million or about 15 per cent, on average, of the costs of providing care for those providers that receive operating funding. This contributes to the stability and quality of the child care system, helping to ensure that it is available at a reasonable cost to working parents.

In 2003/04, a new capital funding formula was developed to assist non-profit child care providers to build and renovate child care spaces, and funds for expansion and renovation increased from $1.5 million per year to $2.5 million for 2003/04. This resulted in an additional 150 child care spaces in rural communities.

Objective 2:
Low-income families are better able to meet the costs of child care.

Key Strategies Undertaken:

- An increase in child care subsidy funding was provided to 3,657 low-income families, thereby assisting parents to participate in the labour force or education/training.

Objective 3:
Government is enabled to make informed decisions on issues that affect child care services.

Key Strategies Undertaken:

- Implementation of the long-term child care strategy began with new programs that support increased child care choices for parents, expand the number of child care spaces available and target funding to help parents who need it most.
- Evaluation frameworks were developed to evaluate the child care operating and capital programs, Child Care Resource and Referral program, and Subsidy Program.

Core Business Area: Corporate Support

Goal: Support services enable ministry programs to meet their objectives

The Corporate Services Department supports the ministry and its branches in achieving their objectives which furthers the mission and vision of the ministry. The department supports the ministry itself to function as a safe, sustainable, liveable and healthy community.

Objectives and Strategies

Objective 1:
Corporate support services are responsive, innovative and efficient.

Key Strategies Undertaken:

- New information management systems were implemented for Child Care and Safety Engineering Services.

Performance Measure	2003/04		
	Target	Actual	Variance
Output: Common access to all ministry computer applications (percentage of staff using Virtual Office desktop environment).	80%	95%	+18.7% (Reached 187% of target)

Explanation of Variance:

Improvements to the flexibility of Virtual Office enabled more core business applications to be available through this technology, resulting in a greater percentage of ministry staff that could use it.

Objective 2:
Organizational change is successfully managed.

- Human resource services were transferred to the BC Public Service Agency.
- Human Resource Renewal strategy was developed and implemented.

Performance Measure	2003/04		
	Target	Actual	Variance
Output: Training on employee performance and development plans.	200 staff in 15 sessions	85	-115
Outcome: Performance of individual staff is clearly linked to performance of the ministry as a whole. **Measure:** Percentage of staff with Employee Performance and Development Plan.	20%	40%	+100% (Reached 200% of target)

Explanation of Variance:

In anticipation of losing resources as a result of the move of many human resource functions to the BC Public Service Agency, an accelerated training schedule was undertaken in 2002/03. This lowered the number of people to be trained in 2003/04. Additionally, individual departments undertook some training through the use of contracted service providers. One department elected to do Employee Performance and Development Plans for all staff in 2003/04, although the original ministry target was for only management staff. This, plus additional people being trained on EPDPs, resulted in a greater proportion of staff with one in place.

Deregulation

In 2001, as part of the government-wide initiative to reduce regulatory burden, the Ministry of Community, Aboriginal and Women's Services initiated a comprehensive plan to significantly reduce its baseline count of 71,278 regulatory requirements. The ministry established a cumulative target reduction of 35.1 per cent for 2003/04, with a total reduction of 37.1 per cent by June 5, 2004.

The ministry exceeded its 2003/04 target by a substantial margin. This is due to reductions associated with the introduction of the new *Railway Safety Act* which was not anticipated in the ministry's original deregulation targets. The March 31, 2004, reduction status of 46.9 per cent also exceeds the ministry's final service plan reduction target of 37.1 per cent by June 5, 2004. The ministry is now projecting a total reduction of close to 50 per cent by June 5, 2004.

Program Area	Baseline June 2002	2003/04	Per cent Reduction
Safety	8,532	561	93.4%
Railway	10,218	14	99.9%
Fire	4,223	4,223	0.0%
Local Government	12,106	9,441	22.0%
Heritage Conservation	17,324	5,483	68.4%
Building	13,182	13,182	0.0%
Arts, Culture and Sport	2,699	2,542	5.8%
Housing	1,106	1,074	2.9%
Libraries	1,009	646	36.0%
Child Care	797	640	19.7%
Aboriginal, Multicultural and Immigration	42	42	0.0%
Total	**71,238**	**37,848**	**46.9%**

Report on Resources

Introduction

Overall, the ministry spent $750,611,000 compared to a total estimated budget of $750,698,000. The ministry was $87,000 under its total estimated budget, a difference of 0.01 per cent.

Variance Explanation

Local government was over the estimated budget by $24.651 million, primarily because of a revised local grant payment schedule. Women's Services and Child Care, a demand driven program, was under the estimated budget by $37.58 million. Culture, Heritage and Sport was over the estimated budget by $9.66 million, largely due to a $4.5 million payment to Heritage Legacy Fund of BC, $0.75 million to World Junior Hockey and $1.5 million to LegaciesNow for Arts and Culture. Safety and Standards was over the estimated budget by $4.192 million, due mostly to higher than budgeted costs for the Safety Engineering Services systems modernization project, costs related to the transition to the new Safety Authority and costs related to the Firestorm.

Resource Summary by Core Business Areas

	Estimated	Other Authorizations[1]	Total Estimated	Actual	Variance <over>
Operating Expenses ($000)					
Local Government	146,004	13,147	159,151	183,802	-24,651
Housing and Building	147,595	—	147,595	147,074	521
Women's Services and Child Care	235,580	—	235,580	198,000	37,580
Culture, Heritage and Sport[2]	32,101	—	32,101	41,761	-9,660
Safety and Standards	21,011	—	21,011	25,203	-4,192
Aboriginal, Multiculturalism and Immigration[2]	16,450	—	16,450	16,948	-498
2010 Olympic Bid and Community Initiatives	40,530	72,000	112,530	112,581	-51
Executive and Support Services	13,529	—	13,529	12,491	1,038
Transfer to Royal British Columbia Museum[3]	12,751	—	12,751	12,751	0
Total	**665,551**	**85,147**	**750,698**	**750,611**	**87**

[1] Other Authorizations are $72,000,000 in Supplementary *Estimates* (2010 Olympics) and $13,147,000 in Contingency Access.

[2] Includes Special Accounts.

[3] For information on the Royal British Columbia Museum, please see the Royal British Columbia Museum Annual Service Plan Report at www.rbcm.gov.bc.ca.

Note: The ministry has no Consolidated Capital Plan Expenditures or Financing Transactions.

	Estimated	Other Authorizations[1]	Total Estimated	Actual	Variance <over>
Full-time Equivalents (FTEs)					
Local Government	104	—	104	92	12
Housing and Building	18	—	18	21	-3
Women's Services and Child Care	185	—	185	182	3
Culture, Heritage and Sport	85	—	85	78	7
Safety and Standards	238	—	238	240	-2
Aboriginal, Multiculturalism and Immigration	55	—	55	57	-2
2010 Olympic Bid and Community Initiatives	16	—	16	14	2
Executive and Support Services	98	—	98	89	9
Total	**799**	—	**799**	**773**	**26**
Ministry Capital Expenditures (CRF) ($000)					
Local Government	77	—	77	20	57
Women's Services and Child Care	375	—	375	487	-112
Culture, Heritage and Sport	25	—	25	24	1
Safety and Standards	2,670	—	2,670	2,273	397
Aboriginal, Multiculturalism and Immigration	355	—	355	144	211
Executive and Support Services	115	—	115	198	-83
Total	**3,617**	—	**3,617**	**3,146**	**471**

[1] Other Authorizations are $72,000,000 in Supplementary *Estimates* (2010 Olympics) and $13,147,000 in Contingency Access.

[2] Includes Special Accounts.

[3] For information on the Royal British Columbia Museum, please see the Royal British Columbia Museum Annual Service Plan Report at www.rbcm.gov.bc.ca.

Note: The ministry has no Consolidated Capital Plan Expenditures or Financing Transactions.

Appendix A: Ministry Agencies, Boards and Commissions

Local Government
Board of Examiners
Islands Trust Fund Board
Provincial Capital Commission

Housing and Building
Building Code Appeal Board
Building Policy Advisory Committee
BCHMC Board of Commissioners
Homeowner Protection Office Board of Directors

Safety and Standards[1]
Electrical Safety Advisory Committee
Electrical Safety Appeal Board
Electrical Safety Review Board
Elevating Devices Advisory Committee
Elevating Devices Appeal Board
Gas Safety Advisory Committee
Gas Safety Appeal Board
Power Engineers and Boiler and Pressure Vessel Safety Advisory Committee
Power Engineers and Boiler and Pressure Vessel Safety Appeal Board

Culture, Heritage and Sport
British Columbia Arts Council[2]
British Columbia Games Society[2]
Royal British Columbia Museum Corporation

Aboriginal, Multiculturalism and Immigration
First Peoples' Advisory Committee
First Peoples' Heritage, Language and Culture Council
Native Economic Development Advisory Board
Multicultural Advisory Council

Women's Services and Child Care
Provincial Child Care Council

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[1] The Safety and Standards appeal boards were replaced at the end of 2003/04 with the Safety Standards Appeal Board. The Advisory Committees were made obsolete with the delegation of safety administration to the BC Safety Authority.

[2] Responsibility for these ABCs has been transferred to the Ministry of Small Business and Economic Development.

Appendix B: Ministry Departments and Branches

Local Government Department

- Governance and Structure Division
  - Local Government Structure Branch
  - Community Charter Implementation
- Community Transition Division
- Inter-Governmental Relations and Planning Division
  - Planning Branch
- Local Government Services and Infrastructure Division
  - Municipal Engineering Branch
  - Infrastructure and Financial Management
- Local Government Policy and Research Branch
- Public Library Services Branch

Housing and Building Policy Department

- Housing Policy Branch
- Building Policy Branch

Safety and Standards Department

- Safety Engineering Services Division
  - Certification, Licensing and Quality Management Branch
  - Electrical and Elevating Devices Safety Branch
  - Management Services Branch
  - Boiler, Gas and Railway Safety Branch
- Office of the Fire Commissioner

Community Services and Culture Department

- Cultural Services Branch
- Government Agents Branch
- Heritage Branch
- Sports and Physical Activity Branch

Olympic Bid, Community Initiatives and Vancouver Agreement Department

- Olympic Bid Secretariat
- Community Initiatives and Vancouver Agreement Branch

Aboriginal, Multiculturalism and Immigration Department

- Aboriginal Directorate
  - Negotiations and Corporate Mandates Branch
  - Social and Economic Initiatives Branch
- Immigration Division
  - Immigration Programs Branch
  - Immigration Policy and Intergovernmental Relations Branch
- Settlement and Multiculturalism Branch
- Planning and Research Management Branch

Women's Services and Child Care Department

- Women's Policy Branch
- Stopping the Violence Branch
- Child Care Policy Branch
- Child Care Programs
  - Child Care Programs Branch
  - New Initiatives Branch

Corporate Services Department

- Finance and Administrative Services Branch
- Strategic Human Resources Branch
- University Endowment Lands
- Information and Privacy Branch
- Corporate Policy and Planning Branch
- Information Systems Branch